

Schwinn AirDyne AD Pro: Why isn't my speed reading properly? ID: 13138.1

Follow this troubleshooting guide to help resolve issues involving incorrect speed readings on the Schwinn AirDyne AD Pro.

Some common complaints may include:

- Speed is displayed incorrectly
- Speed is not displayed
- Console turns off during a workout

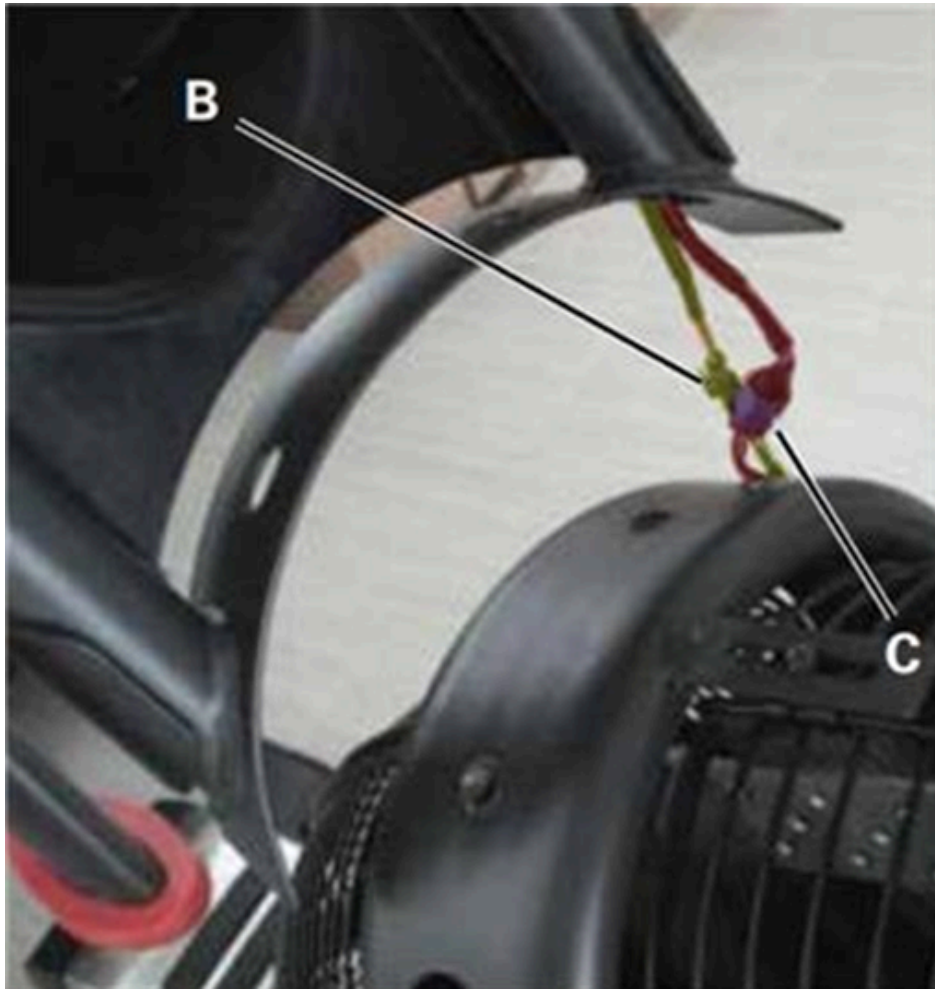
Follow these steps to troubleshoot the issue

Tools you may need:

#0, #2 (standard/small) Phillips head screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
3' (1m) of string (if removing speed sensor cable from frame)

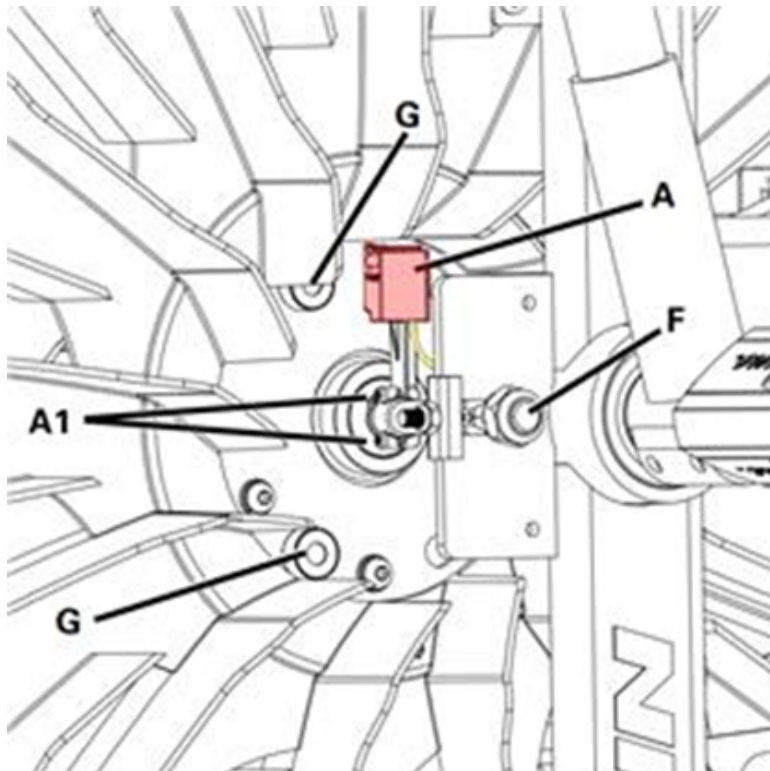
1. Pedal your bike to see if the display turns on. If the display remains off or blank, please visit [Schwinn AirDyne AD Pro: Why is there no power to my machine?](#) to continue troubleshooting.
2. Inspect the console for damage. If damage is present, [order a Console \[13138.A\]](#).
3. If the issue persists, unplug your machine from power and inspect the speed sensor and cable. Refer to the "Replace the Speed Sensor" section of [service manual](#). Once the console is removed, unplug both the main cable and the speed sensor cable (**reference 1**). Follow the cable to the speed sensor (**reference 2**), inspecting the cable, cable connectors, and speed sensor for damage. If undamaged, firmly plug the cable back in and test if the issue persists [\[13138.B\]](#). If the speed sensor cable is damaged, [order a Speed Sensor \[13138.C\]](#).

(Reference 1)



The speed sensor cable (yellow) is labeled 'B'. The main cable (red) is labeled 'C'. Unplug both and inspect cable B.

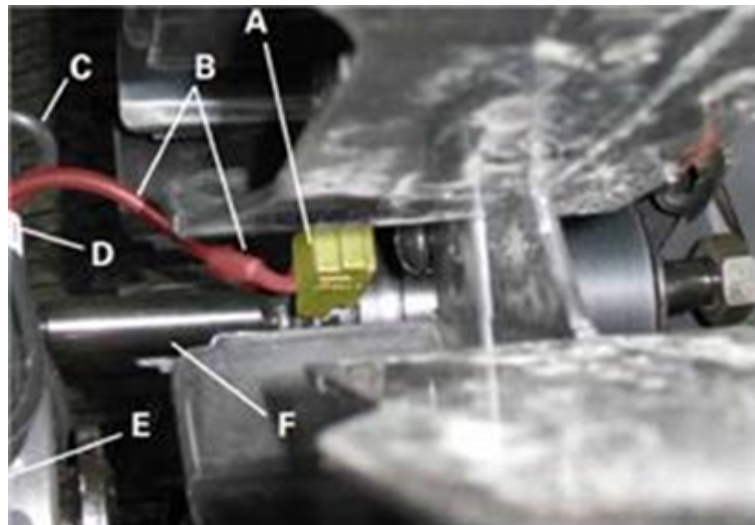
(Reference 2)



The fan is pictured from the left side - the speed sensor is highlighted red and the cable is highlighted yellow.

- If the issue persists, check the position of the speed sensor (**reference 3**). The speed sensor should be positioned within 7mm (but not touching) the magnet on the fan. Make sure that the speed sensor is securely mounted. If needed, tighten or adjust the position of the speed sensor mount using a small screwdriver [\[13138.D\]](#).

(Reference 3)



The speed sensor is pictured from the top of the rear side. The speed sensor is highlighted in yellow and the cable is highlighted red.

- If the issue persists, check the speed sensor magnet on the fan. Make sure that the magnet is present, undamaged, and still magnetized. You can test for magnetization by moving a piece of ferromagnetic metal (steel, iron, etc.) in front of the magnet. If the magnet is missing, damaged, or demagnetized, [order a Fan Assembly \[13134.E\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel:1-800-605-3369) for additional help or to order replacement parts. Some replacement parts may also be available for purchase [online here](#). A list of part numbers referenced within this guide can be located at the bottom of this page.

Customer Care - Hours of Operation:

Monday - Friday 6:00am - 5:00pm PST

The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options.

Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty.

2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8009337
Fan Assembly	8009322
Speed Sensor	8008115

3 Contact Tech Team / Advanced Troubleshooting

If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.

Submit a Case with case type Advanced Troubleshooting